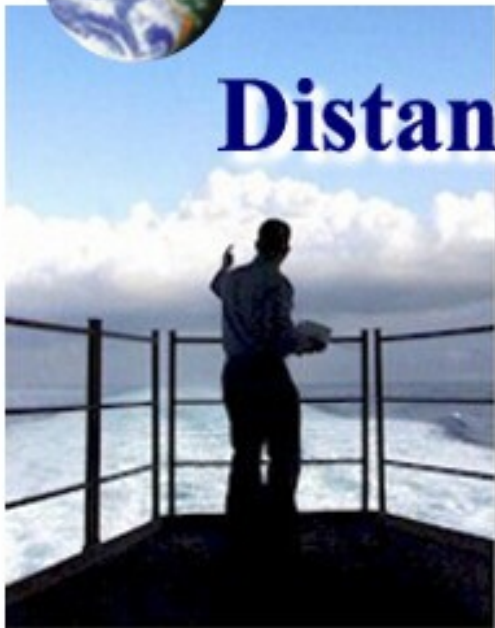




# Distance Support

A world of support at your fingertips

**Anchor Desk**  
*I need to . . .*

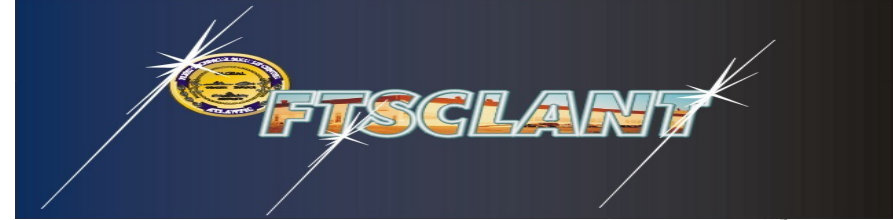


**NAVSEA - Crane**  
**Phone: 812-886-6028**





**Integrated  
Battle  
Force Training**



**SALTS**

**National Education Training  
Group**

**Retail Ordnance Logistics Management System  
(ROLMS)**

**Naval Aviation Systems TEAM**  
\*\*\*



**Outfitting Support  
(COSAL)**



**Lightweight Information Desk On-Line**



# Lifelines services network

This information resides on a DoD interest computer. Important conditions, restrictions and disclaimers apply.

DEPARTMENT OF DEFENSE WARNING



## ChaplainCare



### Virtual Naval Hospital™



[Links](#) [Area Map](#) [Feedback](#) [Web Site Map](#) [Facility Directory](#)

Bureau of Medicine and Surgery  
Department of the Navy



# Naval Surface Warfare Center Carderock Division







# Background

## *Why Distance Support (DS)?*

- Distance Support is one of the major thrusts for ***Business to Consumer*** within the Navy:
  - spending time with the customer: ease of access and exposure to useful data, products, and services
- Its also a vehicle being looked upon for transforming the Navy to ***Business to Business*** by networking and optimizing the shore infrastructure (business processes)



# Background

## *The DS Vision ...*

- Streamlined Response to Fleet Readiness Requirements
- Interactive Knowledge Portal with Shared Data Environment to:
  - Improve Operational Availability
  - Reduce Total Ownership Cost
  - Support Tactical Decision Making For the Warfighter of Today and Tomorrow

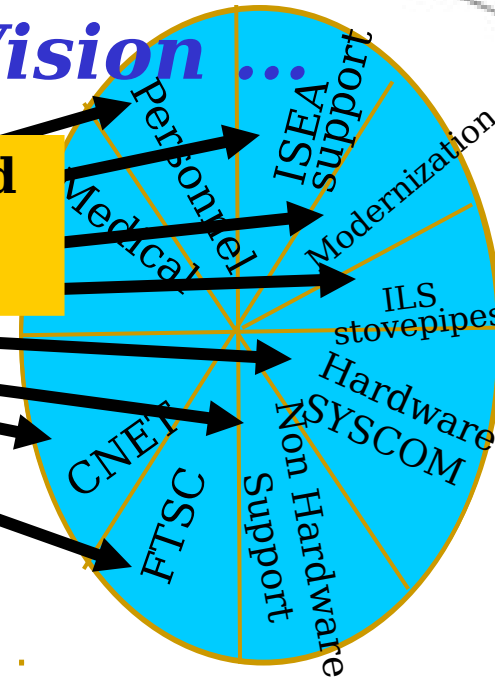
# Background

## *Implementing the Vision ...*

**Product One: Streamlined  
Access to Support  
Infrastructure**



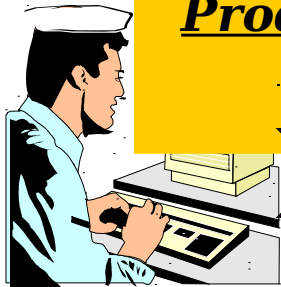
**What was that  
web address?**





# Background

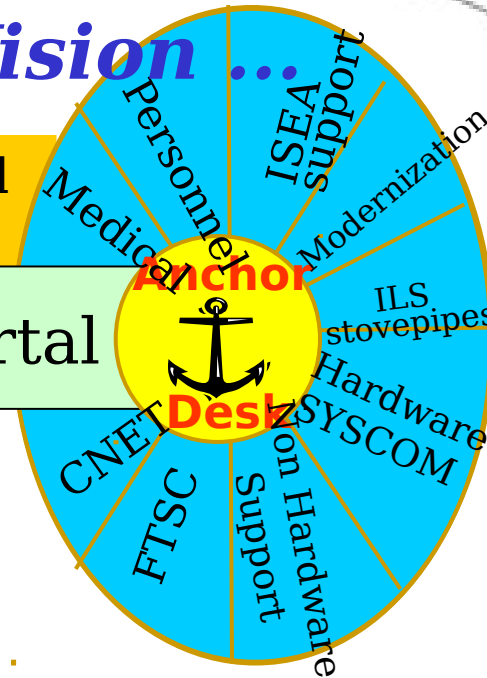
## *Implementing the Vision ...*



**Product One: Streamlined  
Access to Support  
Infrastructure**

Single Access

E-portal





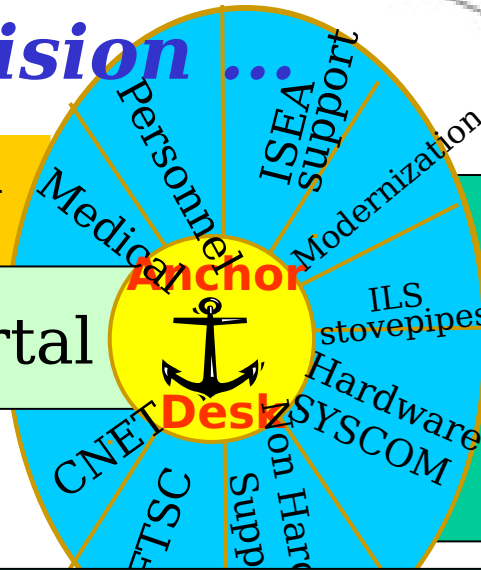
# Background

## *Implementing the Vision ...*

**Product One: Streamlined  
Access to Support  
Infrastructure**

Single Access

E-portal



**Knowledge  
Portal**  
basis for  
decision, action  
resource  
allocatio

Interactive Knowledge Portal

- Single Access to Readiness Support
- Platform Resident Data and Information
- Sea to Shore to Sea Data Replication
- Intra /Inter Collaboration Capabilities
- Access to Shared Data Environment

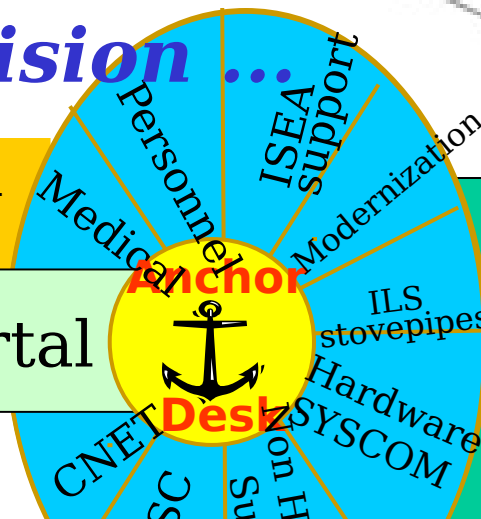
# Background

## *Implementing the Vision ...*

**Product One: Streamlined  
Access to Support  
Infrastructure**

Single Access

E-portal



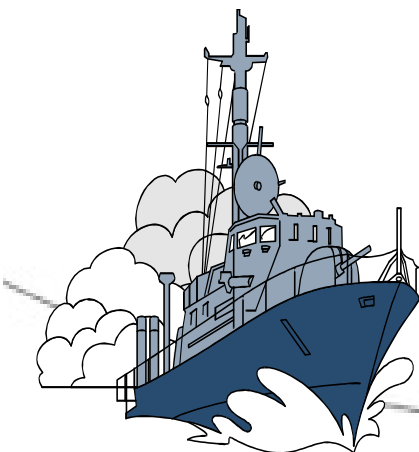
**Knowledge  
Portal**  
basis for  
decision, action  
resource

### Interactive Knowledge Portal

- Single Access to Readiness Support
- Platform Resident Data and Information
- Sea to Shore to Sea Data Replication
- Intra /Inter Collaboration Capabilities
- Access to Shared Data Environment

**Product Two: Increase  
Infrastructure's e-service to  
support Readiness**

Community Networks





# Background

## *DS Goals ...*

- Move Workload Ashore
- Tech Assist Cost Avoidance
- Improved Quality of Service
- Single Fleet Customer Service Advocate
  - 24/7/365 1-877-41touch
- Access to Consolidated/Complete support metrics via Navy Integrated Call Center (NICC)



# Background

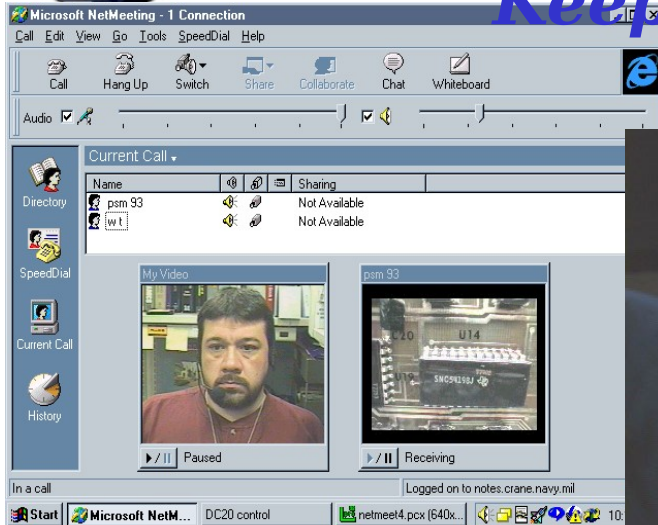
## *The DS Environment*

...

- Navy Integrated Call Center  
(Telephone  
Access) 1-877-41-TOUCH
- Collaboration Tool Suite
- Shared Data Environment
- Interactive Portal
- Web/ e-mail/ Message Traffic  
[www.anchordesk.navy.mil](http://www.anchordesk.navy.mil)

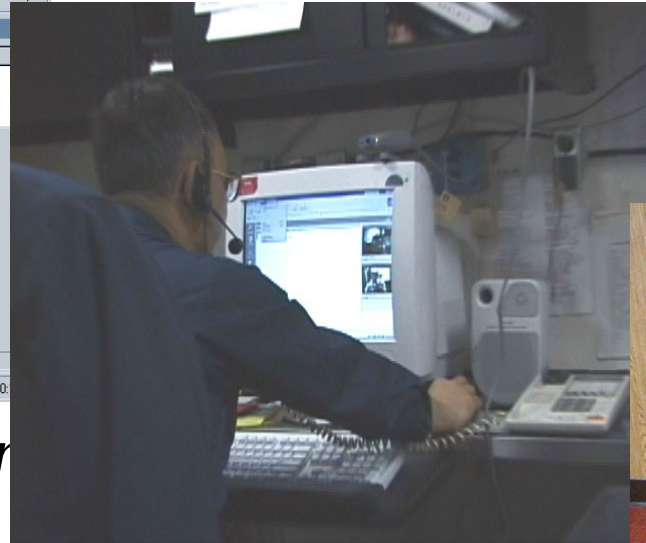
# Collaboration Tool Suite

*Keeping it Simple ...*



*Use COTS Software  
"NetMeeting"*

- chat
- whiteboard
- application sharing
- audio/video



*Uses Existing Ship  
DeskTop*



*Use COTS  
Hardware  
"Multi-purpose  
Kit"*

# Collaboration Tool Suite



## Distance Support "Kit A":

- Distance Support Kit A is comprised of: a storage case, the digital still camera and it's weather enclosure, and the hand-held scanner.





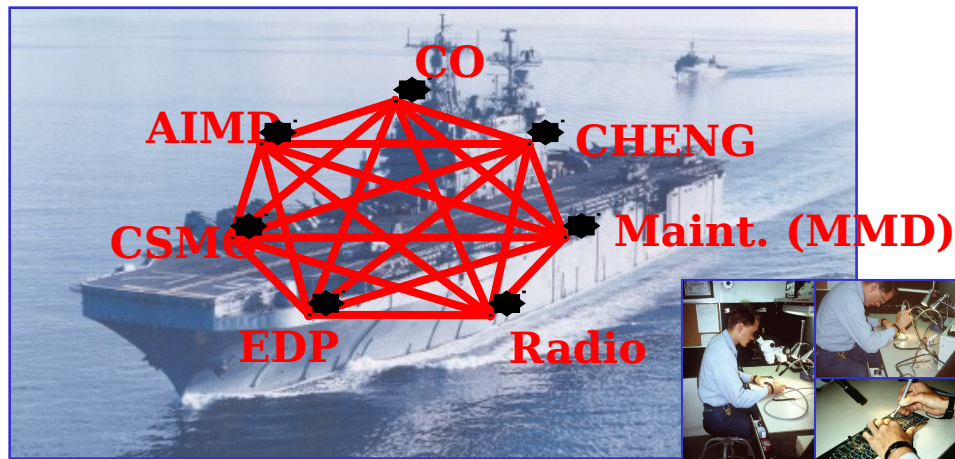
# USS Constellation - Distance Support In Action





# Network Building Blocks

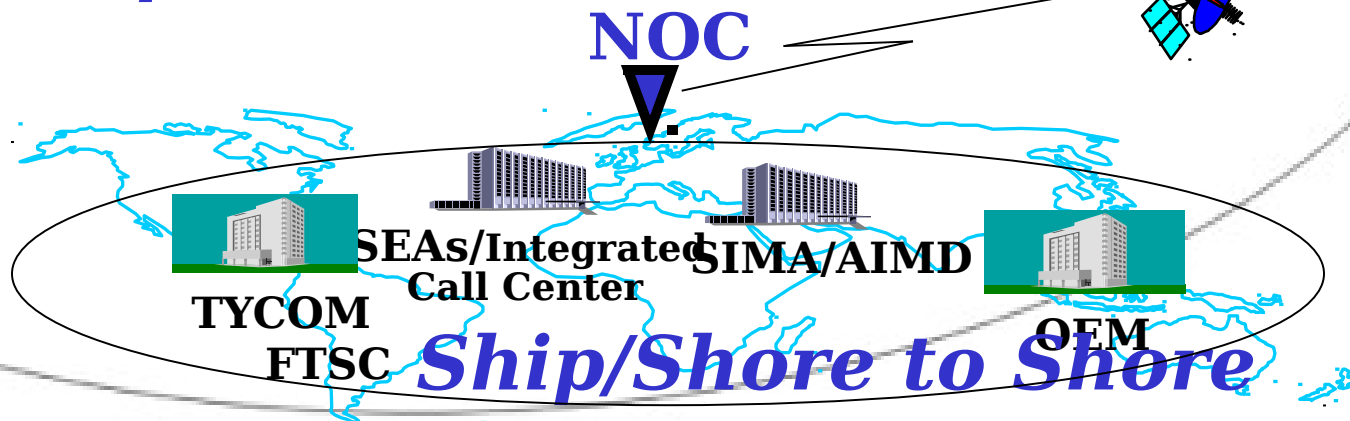
## *Collaboration/Data Sharina*



***Intra-Ship***



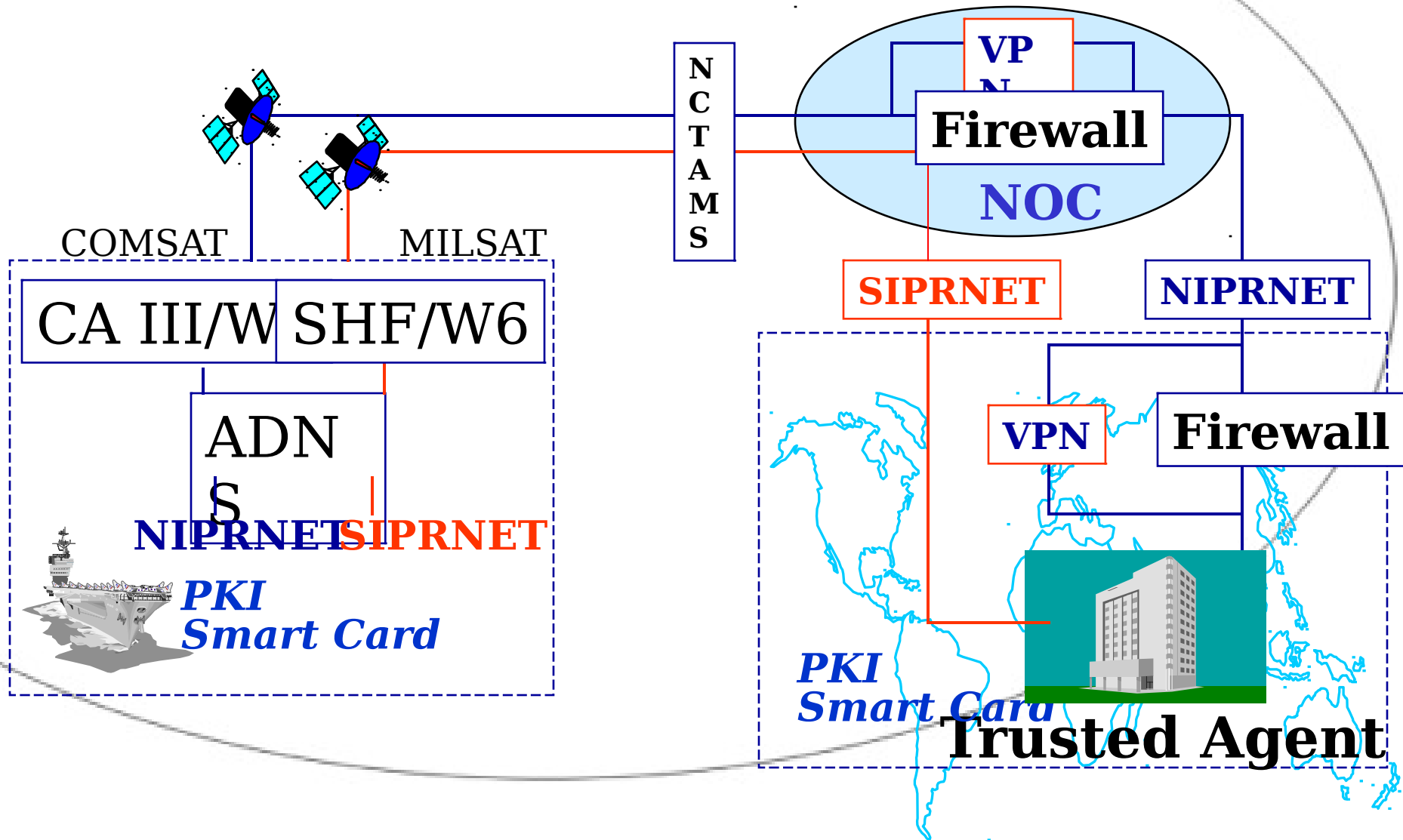
***Ship to Ship***





# Connectivity

## "NIPRNET & SIPRNET"





# Interactive Portal

## Distance Support Portal

Aviation Support

C4I Support

HM & E Support

Combat Systems Support

Chaplain & Spiritual Support

Medical Support

Supply Support

Training Support

Ordnance Support



more links ...

### Toolbox

Call/Email for Assistance

Collaboration Tools

- Sametime<sup>®</sup> Chat
- NetMeeting<sup>®</sup>
- Support Kit

Submit a Question Online

Submit a Deficiency Report

portal  
user's guide

more about  
distance support

site  
map

distance support  
metrics

home

**Behind the e-portal: Only 1 authoritative source for each piece of data - - enter once & make standard needed data available to all users**



# DS Status

- Currently Fielded on All Platforms in Lincoln Battle Group/Tarawa ARG
- Planned Installs on All Deployable Battle Groups/ARGs
- Planned Installs on Forward Deployed Platforms
- Planned Installs within Shore Community CONUS/OCONUS





# DS Accomplishment S

- ALBG Developed Business Rule/Requirements
- ALBG has included Distance Support by:
  - Modifying CASREP Procedures
  - Making it part of Post Deployment Report
- Installed and Tested Distance Support Package
- ALBG Utilized Distance Support During RIMPAC
- Source of Support Organizations Developed Business Rules and Metrics to Support ALBG





# ALBG - CASREP Policy

- *“For CASREPS requesting technical assistance, ships will include the following statement in the amplifying remark or actions required block, ‘Utilized Distance Support assistance for this casualty with the following results:’...”*
- - COMCRUDESGRU THREE 210025Z May 2000

# Distance Support Next Steps



• • •

- Continued expansion of Distance Support team (need to continue movement to one integrated Navy effort vice competing)
- Formalize business rules, “building codes” & integrate processes
  - *Team working this (team includes experts/stakeholders)*
  - *Short & long term architecture*
- Gain stakeholder agreement on “exit criteria” & common metrics
- Move to use of one feedback system vice many
  - *TEAM SUB Common Problem Reporting System is a model*
- Continued BG installs - build, test, refine



# SIPRNET Collaboration Capability

- Intra-Ship
  - NetMeeting via onboard uls (ils) server, direct call, or use another ils server
- Ship-to-Ship
  - NetMeeting via uls (ils) server on either ship, direct call, another ils server, including NOC, or attend a scheduled conference on the SameTime server
  - SameTime conference tools while attending a scheduled conference on SameTime server
- Shore-to-Shore
  - NetMeeting via an ils (or uls) server, including NOC, direct call, or attend a scheduled conference on the SameTime server
  - Attend a scheduled conference on the SameTime server using either NetMeeting or SameTime conference tools (all users must use same conference SW tools)



# NIPRNET Collaboration Capability

- Intra-Ship
  - NetMeeting via onboard uls (ils) server, direct call, or use another ils server
- Ship-to-Ship
  - NetMeeting via uls (ils) server on either ship, direct call, another ils server, including NOC, or attend a scheduled conference on the SameTime server
  - SameTime conference tools while attending a scheduled conference on SameTime server
- Shore-to-Shore
  - Attend a scheduled conference on the SameTime server using either NetMeeting or SameTime conference tools (all users must use same conference SW tools)

# Development of Collaboration Applications

Using a 12db OMNI-Directional with a 3ft cable to the pelican box on the RHIB

12db OMNI DIRECTIONAL

SSID = pacfleet  
128 bit WEP encryption

3ft LMR 400 Cable

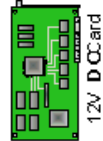
POLE MOUNTED AMP

50 ft LMR CABLE FROM POLE MOUNTED AMP TO PELICAN BOX

Video

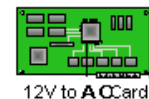
Laptop w/ 802.11  
NIC at 11Mbps  
10.10.10.5/29

AIRONET BRIDGE  
ACCESS\_POINT MODE  
ROOT OFF  
10.10.10.4/29  
BROADCAST SSID = OFF  
AUTOREG = OFF



12V DC ONLY w/ BNC

AIRONET BRIDGE  
in BRIDGE MODE  
ROOT ON  
10.10.10.2/29



AC POWER ONLY

CAT5 - 10 Mbps

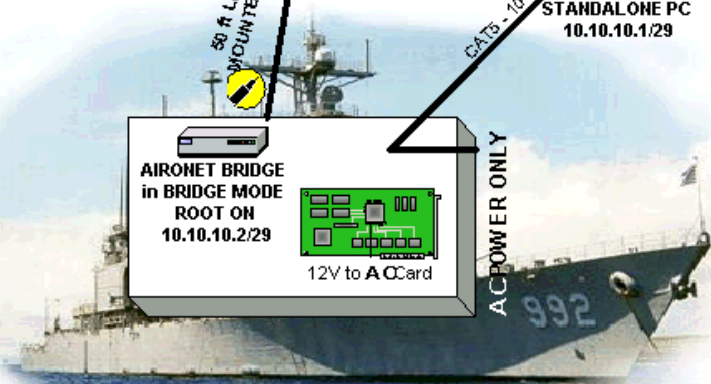
STANDALONE PC  
10.10.10.1/29



RHIB\_RELAY

5 MILES

FLETCHER\_ROOT





# Distance Support ILS

- COSAL Support - AEL ECD 8 May 00
- Tech Manuals - COTS
- Supply Support - Ready Spares and On-Demand  
ISEA  
Replacement via ICC
- Training - On-site, Help Files and  
Instruction Guides





# AL BG

## Business Rule Requirements

- Trouble calls require the following:
  - Lead activity respond to BG within 12 hrs via email with Command, Code, POC, Phone#, Issue with carbon copy to ICC
  - Lead activity provide Email response for action resolution to BG with carbon copy to ICC
  - BG provides close out acceptance via email to lead activity with carbon copy to ICC
  - ICC maintains and provides data base access to appropriate parties for viewing
  - ICC provides biweekly summary to BG and lead activities
- Lead activities coordinate equipment and



# Lincoln BG CASREP Policy

- “FOR CASREPS REQUESTING TECHNICAL ASSISTANCE, SHIPS WILL INCLUDE THE FOLLOWING STATEMENT IN THE AMPLIFYING REMARK OR ACTIONS REQUIRED BLOCK, ‘UTILIZED DISTANCE SUPPORT ASSISTANCE FOR THIS CASUALTY WITH THE FOLLOWING RESULTS:’...”

**- COMCRUDESGRU THREE  
210025ZMay00 RADM Balisle**



# Summary

- This is the second generation of a multi-year Distance Support plan
- Expansion of services and coverage is planned
- Shore Support Teaming is the mantra and is happening, more players being added
- Fleet Teaming is essential to:
  - Develop Business Rules
  - Assure Tool Set supports Fleet needs

Overcome Connectivity and



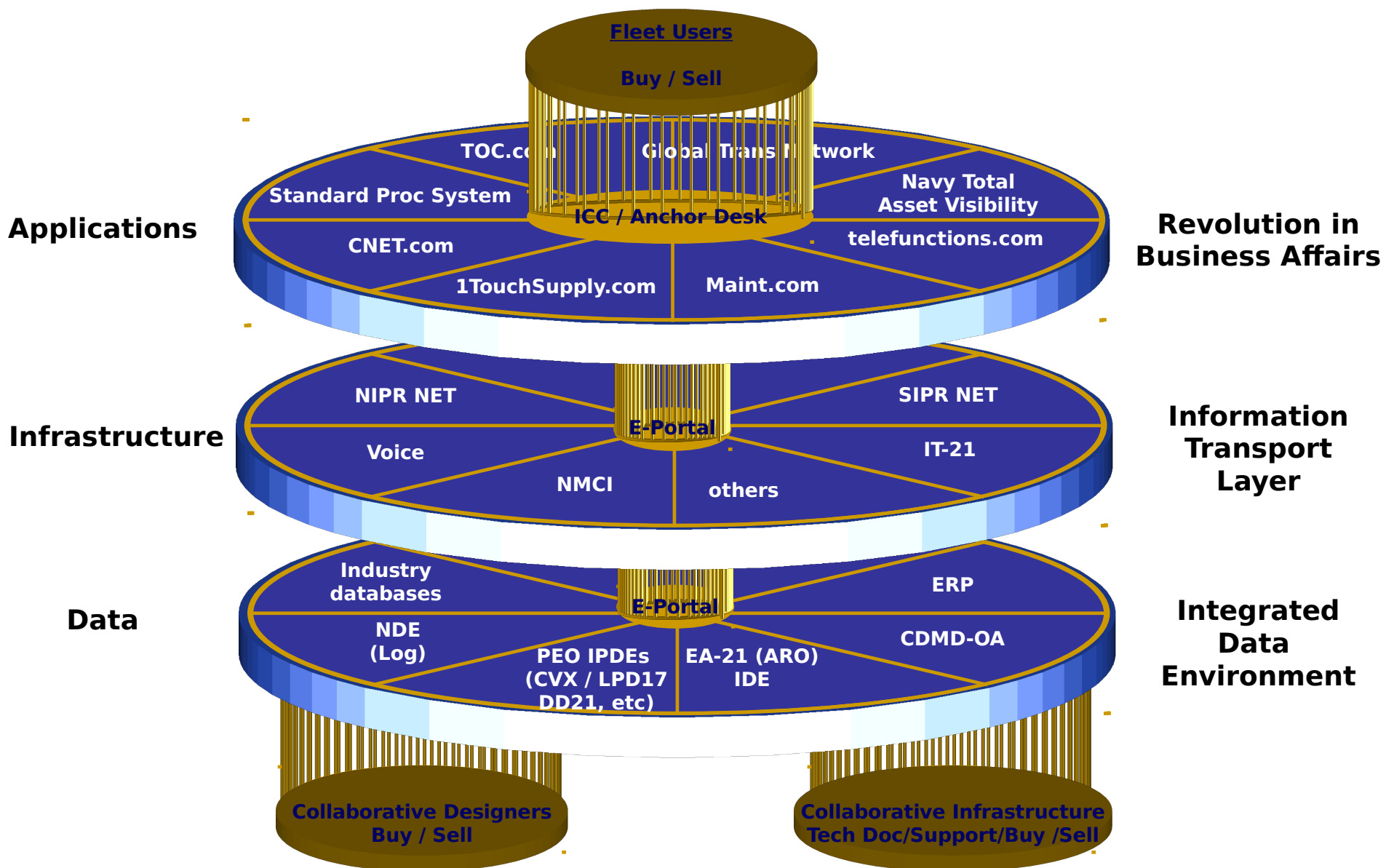
## Bottom Line

***Distance Support brings tremendous advantages to the Operating Forces....  
.... Our efforts can greatly benefit this important Navy Program."***

***- COMCRUDESGRU THREE***

***272210Z Apr 00 - RADM Belisle***

# Distance Support E-Business Vision and Challenge





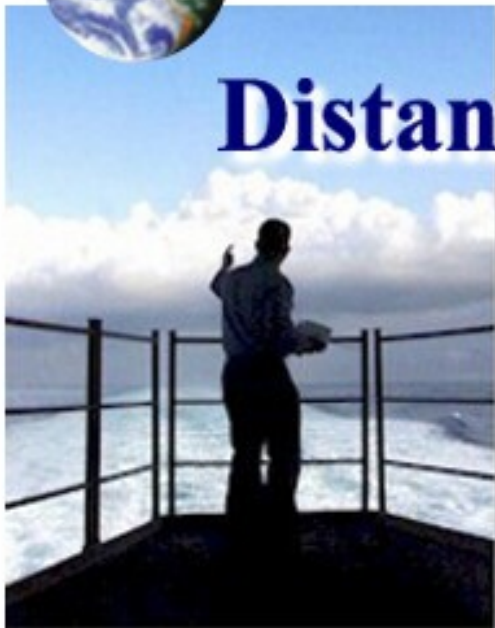
# Distance Support

A world of support at your fingertips

## Anchor Desk

*I need to . . .*

**Supporting Our Sailors  
On Land or Sea  
24hrs a day  
7days a week  
365 days a year**







# Interactive Portal

## Distance Support Portal

Aviation Support

C4I Support

HM & E Support

Combat Systems Support

Chaplain & Spiritual Support

Medical Support

Supply Support

Training Support

Ordnance Support

more links ...

### Toolbox

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- Support Kit

Submit a Question Online

Submit a Deficiency Report

Questions?

portal  
user's guide

more about  
distance support

site  
map

distance support  
metrics

home

**Behind the e-portal: Only 1 authoritative source for each piece of data - - enter once & make standard needed data available to all users**